Job Description

JOB TITLE:	Technology Services Manager
REPORTS TO:	Sr. Director of Operations
LOCATION:	Rudd/Nora Springs/Truro (some travel required) Monday – Friday/Flexible
SALARY:	DOE
PREPARED DATE:	November 2025

Basic Job Function

The Technology Services Manager will proactively lead the design, implementation, and management of the corporate technology infrastructure. This role oversees multiple server environments, cybersecurity practices and the Calix Cloud services. In addition to managing day-to-day operations this role provides technical knowledge and assistance to other departments as needed, this includes but not limited to sales and fiber plant.

Principal Duties and Responsibilities

- Support and maintain corporate servers and software applications, including:
  - Microsoft Server Environment
  - Linux Server Environment
  - Server Virtualization
  - Software/hardware updates and upgrades
  - Microsoft 365 Services
- Develop, implement and maintain IT policies, AI policy and a cybersecurity policy that adheres to guidelines dictated by governmental agencies and/or insurance requirements.
- Work with department heads and HR to ensure compliance with IT and cybersecurity policies
- Support and maintain Calix Cloud and Wi-fi products and services
- Research and planning of new systems, applications, and new technologies
- Provide technical support and resources to the sales team (sales calls, sales meetings, business meetings, city meetings as well as the development of products and services)
- Provide technical support and resources to technical and front office staff in the delivery of customer services.
- Provide backup support of network, voice, ethernet, and other non-core duties.
- Confer with departments heads to develop budgetary needs.
- Maintain accurate records of all activities.
- Lead initiatives on hosted PBX solutions

Qualifications and Skills

Required:

- Technical degree/BA/BS preferred and a minimum 5 years of equivalent in work experience
- Must have demonstrated competencies in systems and/or network administration.
- Excellent interpersonal, communication, and negotiation skills.
- Strong self-motivation and time management abilities.
- Treat confidentially all customer proprietary information in accordance with company and regulatory policy.
- Perform other duties and special projects as assigned.
- Be punctual and reliable for scheduled work hours and workdays.
- Ability to multitask, troubleshoot and problem-solve.
- Valid driver's license and clean driving record.
- Advanced office computer skills with Microsoft Office, Outlook and Excel.
- Ability to regularly work outside normal business hours.
- Ability to lift 50 – 75lbs as needed.

Preferred:

- Certifications such as CCNA, CompTIA Security+, CISSP, or equivalent.
- Experience supporting telecom, ISP, or managed IT services environments.
- Familiarity with product development cycles and technical sales processes.
- 5+ years of telecommunications experience

Working Conditions

- Office-based with occasional work outside in variety of conditions
- Occasional travel to remote locations or client sites
- On-call availability for critical system issues and support escalation.
- Long periods of sitting and/or standing, occasional climbing and crawling.

OmniTel Values:

- Positive attitude always.
- Active listening and participation always.
- Appropriate appearance always.
- Empathy, a genuine desire to help, and persistence always.
- Self-respect, respect of co-workers and customers always.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

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Manager Signature *Employee Signature*

_____ _____

Date